

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Devan Sealants Inc

Missouri Enterprise

#### ISO Registration Enables deVan Sealants Inc. to Maintain and Grow Business with Major Customers

##### Client Profile:

deVan Sealants, Inc., was founded in St. Louis, Missouri, in 1949 as a manufacturer of oil based caulking, putty and glazing compounds sold mainly through local hardware stores. Over the years, the company's market focus gradually changed from retail caulk and glazing products to the manufacture and supply of sealant products for a variety of companies including manufacturers of metal buildings, windows, truck/bus bodies, HVAC equipment, monuments, floral industry products and telecommunications gear. deVan Sealants employs 30 people.

##### Situation:

In 2004, one of deVan Sealants larger customers, a national manufacturer of commercial and residential windows, announced that it would require all of its suppliers to be ISO compliant or registered. Though company management knew that they had to meet this requirement, they were unsure whether to work toward compliance or registration and what would be required in each case. deVan Sealants asked Missouri Enterprise, a NIST MEP network affiliate, to present a one day executive overview of the ISO process and to explain in detail what compliance or registration would require.

##### Solution:

Missouri Enterprise was asked to work with company officials to perform a thorough gap analysis to determine the current state of the deVan Sealants' quality management system and the actions needed to prepare the system for either compliance or registration. This analysis showed that deVan Sealants had a relatively good quality management system in place. Since deVan Sealants is extremely customer service oriented, company management decided not to take the compliance option, but instead, to work toward ISO 9001:2000 registration.

During the registration process, Missouri Enterprise Project Manager Tom Gantzert provided deVan Sealants, Inc., with training, documentation preparation and implementation assistance, auditing and on-site support. The company's registration audit was held in April 2006, and the company passed with flying colors.

##### Results:

- \* Achieved ISO 9001:2000 certification.
- \* Expected to retain \$1.5 million in sales.
- \* Anticipated new sales of \$500,000.

##### Testimonial:

[www.mep.nist.gov](http://www.mep.nist.gov)



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"Tom Gantzert, our Missouri Enterprise Project Manager, was an excellent guide. We would have been lost without his guidance and patience and flexibility."

John A. Abrams, President